|  | **Criteria** | **Description/Notes** |  |  | **Criteria** | **Description/Notes** |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Administration** | |  | **Training** | | |
|  | Quick, immediate tenant onboarding |  |  |  | Compliance training content | Depending on the customers you serve:   * GDPR * HIPAA * PCI DSS |
|  | SSO (Single Sign-On) for MSPs |  |  |
|  | Multi-tenancy | * Easily switch between tenants * Bulk apply settings across tenants |  |
|  | Co-Management | * Ability to have multiple admins from the MSP and the tenant |  |  | Robust Content Library | * Short, digestible training * Frequently updated * Multiple formats and topics |
|  | Bulk User Management | * Automatically add and update users via Microsoft Azure or Google Sync |  |  | Gamification | * Leaderboard, scores, and/or badges |
|  | PSA Integration |  |  |  | Free NFR Licenses for internal MSP team |  |
|  | Open API |  |  |  | Immediate phishing simulation feedback for end-users |  |
|  | One-click Allowlisting |  |  | Security | | |
|  | Customizable welcome emails |  |  |  | Report Phishing Button |  |
|  | White Labeling |  |  |  | SOC 2 Certification |  |
|  | Automated training campaigns | * Adjust frequency * Pre-built training tracks based on tenant criteria |  |  | MFA |  |
|  |  | No sign-on for end-users |  |
|  | Training customization |  |  | Support | | |
|  | Automated reporting | * Choose frequency * Send to any desired stakeholders |  |  | 1:1 Support | * Onboarding * HelpDesk * QBRs |
|  | Insightful reporting | * Individual Risk Scores * Users to watch |  |
|  |
|  | CSV and PDF Reports |  |  |  | Knowledge Base |  |
|  | Usage based billing |  |  |  | Community support | * Via their website, Slack, Discord, Reddit, etc. |
|  | Automated training reminders |  |  |  |  |  |